**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Data is raw and unprocessed. Information is processed manipulated data.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

Complete data has all the relevant information. A incomplete report will not be complete.

* Timeliness

Information must be timely to serve its purpose. There is no point, for example, in receiving notification of school’s speech night after the event is held.

* Accuracy

Information must be accurate. Incorrect information will lead to the wrong decisions being made of problems remaining unsolved.

* Unbiasedness

It is vital that the output from the information systems remains unbiased. This means that the process must be carefully designed. Biased output will adversely distort the decision-making process and inhibit the effectiveness of and solution implement by the user.

* Clarity

In the intended message or conclusion of a report is not clear, the effectiveness of the message will be diminished, even if all the information is included.

1. Distinguish between an organisational goal and a mission statement.

The mission statement defines the organisation’s purpose, or what it is trying to achieve. Organisational goals explain how an organisation intends to go about achieving its mission.

1. What is the role of the system goal?

The system goal explains the specific role of the information system in achieving the organisational goal, and ultimayely the company’s mission.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.

* Safeguards relating to collection and use of tax file number by federal government agencies
* Protection of individuals private information stored by federal government departments
* Information about people’s credit-worthiness held by credit reporting agencies and credit providers
  1. List the 11 information privacy principles.
* Collection
* Use and disclosure
* Data quality
* Data security
* Openness
* Access and correction
* Identifiers
* Anonymity
* Transborder data flows
* Sensitive information
  1. What amendments were made to the Privacy Act 1988 to address limitations?

The act applies to both electronic and manual or conventional forms. It protects the data collected and provides secure storage. The act applies to business that have a turnover of 3 million.

1. Information Privacy Act 2000
   1. Describe the nature of this Act.

It outlines the privacy obligations of state government agencies and contractors working for state government.

1. Health Records Act 2001
   1. Why was this legislation introduced?

It was introduced separately to the IPA because it covers both public and private medical sectors; however, it is designed to fit in with the IPA

* 1. Describe the provisions of this Act.

The health record’s allows people to access their own medical information, as well as establishing the health records privacy and principles for both public and private medical services.

1. Copyright Act 1968
   1. Define intellectual property and what it applies to?

It applies to text, music, videos, broadcasts and computer programs.

* 1. Describe the provisions of this Act?

Define intellectual may be defined as any product of humans through that is unique and not self-evident.

* 1. What does the Copyright Act not apply to?

It does not cover ideas, concepts, styles, techniques, information, names, titles, slogans, people, and images of people.

* 1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

Copyright is automatic and free as soon as it is recorded in a tangible way.

* 1. How long does copyright apply for?

It lasts for the creator’s life plus 70 years.

* 1. When is copyright infringed?

Copyright is infringed if copyright material is used without permission, in one of the ways exclusively reserved to the copyright owner.

* 1. List the exemptions to copyright, p 260.

New exemptions relating to personal use of recorded works have allowed consumers the right to make copies of works they have purchased and transfer them into other formats for personal use. This means that it is legal to copy music from cd’s you own into mp3 format to be used on personal music players.

* 1. What are the penalties for infringing copyright?

Most penalties are taken to court as civil actions. They may face up to a $93500 dollar fine.

1. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      1. Privacy and reputation

A person has the right

* + - 1. Not to have his his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
      2. Not have his or her reputation unlawfully attracted.
    1. Freedom of thought, conscience, religion and belief
       - 1. Every person has the right to freedom of thought, conscience, religion and belief.
         2. A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.
    2. Freedom of expression
       - 1. Every person has the right to hold an opinion without interference.
         2. Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria.
         3. Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary.

1. Spam Act 2003
   1. What is spamming?

Spamming is used to describes the process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a products or a service. It is similar to junk mail.

* 1. Why was the Act introduced?

The act was introduced because of problems caused by unwanted and generally unwelcomed emails.

* 1. What are the three conditions that must be met by any commercial electronic message?
* The sender must have recipient’s consent.
* The message must contain accurate information about the sender.
* The message must contain some kind of unsubscribe information of feature.
  1. What messages are covered by the Act?
* Email
* SMS
* MMS
* IM
  1. What messages are not covered by the Act?
* Non-electronic messages
* Voice-to-voice telemarketing
* The majority pop-up windows
* Messages without any commercial contact that do not contain links or directions to a commercial website or location.
  1. List the financial penalties of breaching the Act.
* A business found in breach of the spam act can pay up to $220000 in court
* If breached again a penalty of up to 1.1 million